*e*Visit®

Uploading, Viewing, and Deleting Attachments on Mobile During Virtual Visits

What is it?

The ability for all participants to upload, view and delete attachments in-visit while on a mobile device. This feature will automatically be available to all customers using the new visit experience.

Why is this useful?

Adding and viewing attachments helps all visit participants share and discuss additional information in real-time. These attachments contain valuable and sometimes new information that helps inform the best care plan. Historically, attachments could only be added and viewed during intake, while on desktop, and while viewing the visit history.

When should I use it?

■ The provider requests an updated photo (ex. image of a rash, image of a medication)

■ The patient's condition has changed from the time the intake form (and initial photos) were uploaded

■ The provider needs to share relevant information for the patient to reference either now or in the future

How does it work?

As a provider, patient, or attendee on a mobile device, access the "More" menu by clicking on the ellipsis button in the video controls. You will now see "Attachments" listed in the menu. Clicking it will

reveal attachments uploaded by anyone in the visit, or allow you to upload a file yourself. You may delete attachments you uploaded, but may not delete those shared by others.

Clicking on an image in the attachments drawer will open it up in a larger view. This larger view will include the name of the participant who attached the file, the time it was uploaded, and will also allow participants to download and save the image.

Clicking on the trash can icon will allow you to delete the image.